

IN THE CLAIMS:

The text of all pending claims is set forth below for the convenience of the Examiner. Cancelled claims are indicated with claim number and status only. The status of each claim is indicated with one of (original), (currently amended), (cancelled), or (previously presented).

Please CANCEL claims 21-29, in accordance with the following:

1. (PREVIOUSLY PRESENTED) A method for managing data in automatic call distribution system, comprising a call center forwarding, a CTI instance for receiving control of a customer call from the call center forwarding directly and/or through an interactive voice response unit, a customer database accessible from the CTI instance, and an agent workstation communicating with the CTI instance, the method comprising:

transmitting caller data from the call center forwarding and/or the interactive voice response unit to the CTI instance;

extracting customer data from the customer database by the CTI instance on the basis of the caller data and an access level according to an agent profile stored in the CTI instance;

formatting the customer data in a customer data document by the CTI instance, the customer data being formatted in accordance with the access level assigned to an agent corresponding to the agent profile and having access to the agent workstation; and

providing the agent with the customer data document through the agent workstation, wherein

the access level is one of a plurality of graded access rights,

during a booking-in process of the agent and/or the agent workstation, the agent profile is activated, which identifies previously-specified access rights to customer information, and

the customer data document is generated from the customer data by matching the access rights to the activated agent profile.

2. (CANCELLED).

3. (PREVIOUSLY PRESENTED) A method for managing data in automatic call distribution system, comprising a call center forwarding, a CTI instance receiving call control directly from the call center forwarding and/or through an interactive voice response unit, a customer database accessible from the CTI instance, and an agent workstation, the method comprising: